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General Counsel - South Carolina

129708  
**POSTED**  
8-13-02

**ACCEPTED**  
Legal *KLM* 9/13/02  
Street Address:  
1600 Williams Street, Suite 5200  
Columbia, South Carolina 29201

August 13, 2002

The Honorable Gary E. Walsh  
Executive Director  
Public Service Commission of SC  
Post Office Drawer 11649  
Columbia, South Carolina 29211

S. C. PUBLIC SERVICE COMMISSION  
**RECEIVED**  
13  
**RECEIVED**  
UTILITIES DEPARTMENT

Re: Application of BellSouth Telecommunications, Inc.  
to Provide In-Region InterLATA Services Pursuant  
to Section 271 of the Telecommunications Act of  
1996  
Docket No. 2001-209-C

Dear Mr. Walsh:

On Friday, August 9, BellSouth filed with this Commission six performance measures (with SQM pages) that it proposed to voluntarily implement in South Carolina. Unfortunately, due to a clerical error, the SQM page for measure CM-6 was incorrect and did not mirror the measure adopted in Florida. Consequently, BellSouth is providing as an attachment to this letter the correct SQM page for CM-6. Please substitute this SQM page for the CM-6 SQM page filed with the Commission on Friday. I apologize for any inconvenience this may have caused.

Sincerely,

*CN Watson*

Caroline N. Watson

CNW/nml

## CM-6: Percent of Software Errors Corrected in X (10, 30, 45) Business Days

### Definition

Measures the percent of Software Errors corrected by BellSouth in X (10, 30, 45) business days within the report period.

### Exclusions

- Software Corrections having implementation intervals that are longer than those defined in this measure and agreed upon by the CLECs.
- Rejected or reclassified software error. (BellSouth must report the number of rejected or reclassified software errors disputed by the CLECs.)

### Business Rules

This metric is designed to measure BellSouth's performance in correcting identified Software Errors within the specified interval. The clock starts when a Software Error is validated per the Change Control Process, a copy of which can be found at [http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/index.html](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/index.html), and stops when the error is corrected and notice is posted to the Change Control Website. Software defects are defined as Type 6 Change Requests in the Change Control Process.

### Calculation

**Percent of software Errors Corrected in X (10, 30, 45) Business Days =  $(a \div b) \times 100$**

- a = Total number of Software Errors corrected where "X" = 10, 30, or 45 business days.
- b = Total number of Software Errors requiring correction where "X" = 10, 30, or 45 business days.

### Report Structure

- Severity 2 = 10 Business Days
- Severity 3 = 30 Business Days
- Severity 4 = 45 Business Days

### Data Retained

- Report Period
- Total Completed
- Total Completed Within X Business Days
- Disputed, Rejected or Reclassified Software Errors

### SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Region	• 95% within interval

### SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	Yes

### SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	• 95% within interval